

# The Basics of Telehealth

Here's what you need to know to get quality, convenient medical treatment online.

## What is telehealth?

Telehealth, sometimes called telemedicine, lets you receive health care via video chat, phone call, or messaging. While you will sometimes need to be seen by a doctor in person, telehealth gives you access to health care from the comfort of your own home.



- ▶ Telehealth lets your doctor treat you without an in-person appointment
- ▶ Telehealth appointments can be done over live video, the phone, and through other telecommunications
- ▶ Telehealth is safe and your privacy will be protected
- ▶ Telehealth may be covered by your insurance, Medicaid, or Medicare

## How to book a telehealth appointment

There are several ways you can find a doctor that uses telehealth. We can help.



- ▶ Ask your current doctors whether they offer telehealth care
- ▶ Ask your current providers if they can recommend a doctor or medical practice that offers telehealth
- ▶ Check with your insurance provider about telehealth options
- ▶ Find a local health center that may offer telehealth services regardless of ability to pay at [findahealthcenter.hrsa.gov](https://findahealthcenter.hrsa.gov)

## How to get started

A telehealth appointment is often as simple as a secure, private video chat.



- ▶ You may need a stable internet connection for video chats
- ▶ You may need a device with video capability, such as a computer, tablet, or smartphone
- ▶ You may qualify for internet assistance through the *Affordable Connectivity Program*
- ▶ Some doctors may agree to a phone call appointment or secure messages through a patient portal

## Types of telehealth appointments

Some appointments require an in-person appointment, but there are many ways to get quality health care through telehealth:



- ▶ Follow-up appointments
- ▶ Appointments with your therapist or psychiatrist
- ▶ Appointments to have bloodwork or imaging tests ordered and to get the results
- ▶ Appointments to treat and manage chronic conditions

## Health needs that can be managed with telehealth

Advancements in health care, technology, and remote patient monitoring mean more conditions can be managed through telehealth:



- ▶ Certain types of cancer care
- ▶ Diabetes
- ▶ Gender-affirming treatment
- ▶ High blood pressure
- ▶ HIV/AIDS
- ▶ Long COVID-19 symptoms
- ▶ Behavioral health
- ▶ Migraines
- ▶ Obesity
- ▶ Prenatal care and postpartum support
- ▶ Respiratory diseases, such as asthma and COPD
- ▶ Arthritis

Visit [Telehealth.HHS.gov](https://Telehealth.HHS.gov)



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